



The ABB / Wimmer Systems DaCS™ Spreadsheet and Macro Maintenance Contract

What is the Spreadsheet and Macro Maintenance Contract?

The Spreadsheet and Macro maintenance contract is a specially tailored consultancy offering to complement the DaCS™ system. ABB Eutech will provide advice on all aspects of spreadsheet and macro use, from import into DaCS™, to validation of spreadsheet macros, including advice on specific spreadsheets. This contract provides technical support for client developed spreadsheets and macros, and is available even when ABB have not been involved in the development of the spreadsheet.

Who should purchase Spreadsheet and Macro Maintenance Contract?

It is ideally suited to clients who require advice and technical assistance on the most efficient and cost effective way to transfer existing spreadsheets into the DaCS™ environment.

This contract will be beneficial to any client who is developing new spreadsheets, and is looking to make the most of the functionality of DaCS™.

This contract is not exclusive to DaCS™ spreadsheets, it can be used for technical support for general spreadsheet development.

How is the Spreadsheet and Macro Maintenance Contract managed?

The maintenance contract is based on prepaid blocks of consultancy support time. The purchase of one block of consultancy hours provides 50 hours of consultancy support time.

The contract offers preferential rates for the expertise of ABB Eutech in all areas of spreadsheets, macros and DaCS™. This agreement is designed to allow spreadsheet users to have easy access to technical support without the need for individual reimbursable proposals.

Once the maintenance contract is in place the client simply calls or emails ABB Eutech for immediate support within the scope of the maintenance contract. As support is provided ABB Eutech keep track of support time used, and will continue to support the client until the prepaid time is exhausted.

A client can, at anytime, increase the amount of consultancy time available by purchasing further block of prepaid time.

The agreement includes options to provide the client with adequate control on time usage:

- Agreed contacts to authorise use of consultancy.
- Estimates of cost for each piece of consultancy prior to ABB undertaking the work.
- Regular reporting points during execution of the consultancy.

What are the main features of the Spreadsheet and Macro Maintenance Contract?

The ABB DaCS™ service centre has a dedicated phone line +44 (0)1642 372 372, and a dedicated e-mail dacs.maintenance@gb.abb.com.

ABB Eutech will respond to the initial enquiry within 12 hours (UK working time).

ABB Eutech will provide a unique call reference, and respond with an appropriate assigned resource. If the request requires over 30 minutes of support time, the ABB Eutech resource will provide an estimate of the time required to implement the request.

Upon approval of the request, the work will be undertaken by ABB Eutech, and the solution provided (normally e-mail) with learning points for the client from similar requests.

The time involved in generating the solution will be subtracted from the available contract hours.



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How is the time managed within the Spreadsheet and Macro Maintenance Contract?

To ensure controlled and effective use of your consultancy time, ABB will offer a number of control options to suit your circumstances. The client can select the options that best suits their organisation or department.

1. Unlimited contact points.

ABB Eutech will act upon maintenance requests from anywhere in the client company provided the appropriate contract references are supplied.

2. Limited contact points.

ABB Eutech will act upon maintenance requests from named individuals (*Authorised Programmer*) in the client company.

3. Contact Approvals.

ABB Eutech will act upon maintenance requests from named individuals (*Authorised Programmer*) or after seeking approval of the contact requests through a *Contract Manager*.

After authorisation by the client (when required), the request initiator and contract manager will be notified of the estimates for all work to be carried out and should additional time be required, the initiator and contract manager will be notified as soon as practical.

The contract manager will be notified when approximately 90% of the contract hours have been allocated, and again when the contract hours have been exhausted.

The contract manager may request a report on the contract hours already allocated at any point in the contract.

The contract manager will be sent a report on the contract hours allocated when the contract hours have been exhausted.

What happens if I don't use all my hours?

If you do not use all your allotted hours during the maintenance contract period (12 months), any remaining time will be automatically carried forward into the next contract period. This carry over can only happen once, any remaining hours left 24 months after purchase will be lost.

What is not covered by the Spreadsheet and Macro Maintenance Contract?

ABB Eutech will provide general DaCS™ support under the Spreadsheet and Macro maintenance contract, but clients are advised that it is not a sensible use of your contract time. Users who need assistance with DaCS related issues such as installation of DaCS™, Interface Workbooks, and basic DaCS™ operation should use a “DaCS™ Software Maintenance Contract”, which does not have a reimbursable component and provides unlimited time towards DaCS™ support.

Any maintenance request that is estimated to exceed 35 hours to complete should be dealt with as a separate work proposal, as should any substantial investigative solution request, under which a proposed solution may not be possible. In both of these situations ABB Eutech will advise on request to ensure that time is not used inefficiently.

What else do I need to know?

If you have any further questions on the suitability and scope of the Spreadsheet and Macro maintenance contract please contact our sales team on +44 (0)1642 372 372, or e-mail wimmer.systems@gb.abb.com.



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Further Details

Support Times

The phone line is manned between 09:00 and 17:00 UK time during normal UK business working days. The phone will be supported at a lower service level until 00:00 and to a lesser extent on non-working days. Outside of these hours there is message-recording service. Where communication is necessary or preferred by phone, ABB will provide a phone back service.

When a solution will require a substantial amount of time and effort, ABB will advise as such, and on request will submit a separate proposal to cover the work. This will ensure that the maintenance contract is correctly focused on providing ongoing technical support, rather than used up in specific projects.

Future Developments

ABB Eutech are currently developing a web based support environment for FAQs, installation notes, version change notes and bug fixes.

Many of the proposed solutions or assistance may be available to the client in the Wimmer Systems Knowledge Base. If so ABB Eutech will provide links to the knowledge base which provides the client with a free of charge library of technical information.

ABB Eutech are currently in the process of developing a number of web-cast based tutorials that would be available to maintenance contract customer. These web-cast would be available for viewing and recording by the client.

Time Management

To ensure control of the budget by the client, contact points can be defined for authorisation at three levels.

- Unlimited: Requests from any source with access to the maintenance contract number and maintenance contract details will be acted on without further authorisation. This may be suitable for very small companies, or small departments where the number of DaCS™ users is limited.
- Authorised Programmer: Requests from this named source will be acted on without further authorisation, the client company can specify as many or as few people as they like in this category
- Contract Manager: Requests from this named source will be acted on without further authorisation. Requests other than those from the authorised programmer and contract manager lists will be referred to a contract manager for authorisation to commence work. At least one contract manager is required to administer the contract and budget and a deputy is recommended to cover absence.

Any client contact may ask at any time for a maintenance request to be withdrawn. This will be acted on as soon as possible although the hours already allocated cannot be recovered.

Terms And Conditions

The Spreadsheet and Macro Maintenance Contract is offered subject to ABB Terms and Conditions, reference EUTCC001. A copy of these is available upon request.